



**MANAGING ANGER
(EAP)
BMS4103-HR**

PURPOSE: To teach effective strategies in order to cope with anger in the workplace and at home.

LEARNING OUTCOMES: Upon completion of this course, participants will understand:

- Components of anger
- Physical warning signs of anger
- Ineffective management
- Effective management for yourself
- Effective management with others

CONTENT: This course instructs the participants in the following areas:

- What is anger,
- Physiological Responses to Anger,
- Health Concerns,
- Anger/Stress relationship,
- Two Myths About Anger,
- Cost of Anger,
- Three Truths about Anger,
- Coping with Anger,
- Personal Responsibility,
- Managing thoughts, Hints, Do's and Don'ts,
- Reacting to Anger, and
- Stress Management Skills.

METHODS: Lecture/Discussion

LENGTH: 3 hours / 1 session

AUDIENCE: All City of Houston Employees

PREREQUISITES: None

CEU CREDITS: Not offered for this course

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